

THE CITY OF REDMOND POLICE

CUSTOMER SERVICE GUIDE

The women and men of the Redmond Police Department are committed to delivering the highest level of service to their customers. The Redmond Police Department is an invaluable resource to local citizens, and provides a broad range of programs to the community. The purpose of this guide is to furnish information about community services offered, and how to access the service you need. We hope you find this brochure informative and a resource for future reference.

REDMOND POLICE DEPARTMENT MISSION STATEMENT

*“Provide quality policing
in partnership
with the community.”*

EMERGENCIES

If you need a response by the Redmond Police Department, Fire Department or Medic Units:

CALL 9-1-1

An emergency call receiver will ask specific questions designed to quickly identify the nature of your call so that it can be routed to the proper response service.

IMPORTANT PHONE NUMBERS

Emergency	911
Police Non-Emergency	556-2500
Crime Prevention	556-2545
Property/Evidence	556-2532
Police Records	556-2500
Press Information	556-2531
Town Center Substation	556-2692
Crime Analysis	556-2522

POLICE OR ACCIDENT REPORTS

To obtain a copy of a police or accident report, contact our Records Division. Requests must be in writing and there is a 5-day response period to these requests, allowed by law. Release of report information is under strict guidelines of the Public Disclosure Law and the Privacy Act. There is a processing fee for this service.

Please see the Redmond Police Department's web site for more information and details on other services offered by our Records Division:

- Alarm Registration
- Concealed Pistol License
- Fingerprinting

Please call 556-2500 to see if you are eligible to apply for a Concealed Pistol License or to be fingerprinted at the Redmond Police Department. Also note that these services are provided during set hours only.



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<http://www.ci.redmond.wa.us>



BUSINESS WATCH PROGRAM

This program is designed for the police department and businesses to communicate any crime trends taking place in the area. Business owners/managers meet quarterly and exchange information. District officers come to the meeting and inform the owners of any problems they need to be aware of and offer several prevention tips. Robbery training and shoplifting prevention are some of the programs offered to businesses by the police department. Active Business Watch stores receive stickers and signs as a deterrent to criminals.

WOMEN'S PERSONAL SAFETY CLASS

This is a program sponsored by the Redmond Police Department geared to making women safer. The class is not a self-defense course. The class focuses on awareness and other simple concepts that can help a woman reduce her chance of becoming a crime victim. The classes are sponsored and advertised through the department at various times during the year. Businesses are also eligible to sponsor classes. For more information please contact the Crime Prevention Unit at (425) 556-2545.

VOLUNTEER OPPORTUNITIES

How would you like to give back to your community by volunteering? Why not start in the interesting world of policing? The Redmond Police Department is always looking for good volunteers! We have a highly organized program that places volunteers anywhere from assisting detectives, to working with our Disabled Parking Enforcement, or even working at our brand new storefront substation at Redmond Town Center. Think this could be the right fit for you? Our volunteer coordinator will be more than happy to match your skills and interests to the Redmond Police Departments defined needs. Volunteers are required to commit to a minimum of one year.

NEIGHBORHOOD BLOCK WATCH

The Redmond Police Department strongly endorses the Neighborhood Block Watch Program. This program is designed to help citizens become more aware of crime and suspicious activities, which may be occurring in their neighborhoods. The Block Watch Program has been proven effective in reducing crime and improving the overall quality of life in the community. Getting started is easy. Neighbors meet in small groups exchange information and learn about crime prevention techniques, residential survey tips, environmental design strategies, and how to recognize and report crime. Block Watch groups become the "eyes and ears" of the neighborhoods in the community. They also benefit from the Block Watch signs that are posted in their neighborhood as a deterrent to criminals and a quarterly newsletter that keeps citizens abreast of the crimes and police activity occurring in their neighborhoods.

OPERATION I.D.

The Redmond Police Department encourages the participation of all Redmond residents in the Operation ID (Identification) Program. Operation ID helps in the recovery of stolen items by allowing any police department to trace your property back to you. You are encouraged to mark your belongings with your Washington State Driver's License number and keep a record of these items in an Operation ID inventory booklet. To ward off would-be burglars, Operation ID stickers are available after you have marked your property. Engravers are available for loan; stickers and inventory booklets are free from the Crime Prevention Unit at the Redmond Police Department.

CITIZENS' POLICE ACADEMY

The purpose of the Academy is to open our doors to the community, through education, to increase communications and understanding between citizens and police. The Academy lasts for ten weeks, meeting three hours per week. Sessions are taught by police officers, guest speakers and department personnel, each in their own area of expertise. Topics include the Department's history, hiring practices, domestic violence, patrol procedures, detective division, SWAT, crisis negotiations, traffic investigations, DUI, communications, firearms and many more intriguing topics. If you would like additional information, please contact the Crime Prevention Unit at (425) 556-2545.

SCHOOL RESOURCE OFFICER

The Redmond Police Department has dedicated four uniformed officers to work with one of our most precious commodities, our children. The officers are assigned to the elementary, junior high, and high school buildings. The officers interact with children everyday—teaching in the classroom, being a good listener and directing the child to the appropriate resource to help him or her with a problem or enforcing the law. Our School Resource Officers make lasting positive connections with kids.

POLICE PARTNERS

The Police Partners program was modified to fit the students and citizens of Redmond. The program addresses safety education and drug and violence prevention. Police Partners is taught by a uniformed police officer and targets K-6 grade students, providing lessons on violence, bullying, personal and bicycle safety; decision-making; conflict resolution; internet safety; refusal skills; violence prevention; and alternatives to the use of drugs, tobacco, and alcohol. For additional information call (425) 556-2533.